

**RATES AND CHARGES FOR USING AN OPERATOR'S SERVICE WITHIN ILLINOIS**  
**Effective 1/1/2020**

Operator Assisted Person-to-Person Calls - Credit Card Calls - Collect Calls - Third-Number Billed Calls - Coin Calls

Using the following information, you can determine the maximum rates you can be charged for **Intrastate** (*made from on location in Illinois to another location in Illinois*) operator-assisted calls.

The **maximum surcharges** for making operator-assisted calls are:

Dial	Operator	Type of Call	Max Cost
0 + number	Live or Automated	Collect, Credit card, 3 <sup>rd</sup> -number billed, Coin deposit	\$3.97
0	Live	Collect, Credit card, 3 <sup>rd</sup> -number billed, Coin deposit	\$5.92
0 + number	Live or Automated	Person-to-person: Credit card	\$7.13
0 + number	Live or Automated	Person-to-person: Collect, 3 <sup>rd</sup> -number billed, Coin deposit	\$7.13
0	Live	Person-to-person: Collect, 3 <sup>rd</sup> -number billed, Coin deposit	\$9.11

The **maximum rates per minute** for **intrastate** calls are:

Rate Miles	First Minute	Each Add'l Minute
1-10	\$0.3368	\$0.2973
11-22	\$0.3568	\$0.3368
23-55	\$0.3768	\$0.3568
56-124	\$0.4162	\$0.3964
125-292	\$0.4555	\$0.4359
293+	\$0.4759	\$0.4557

You have been overcharged only if you are billed at a higher rate than that stated by the operator or if you were billed more than the maximum rates established by the Commission.

What can you do if you have been overcharged?

- If you have been overcharged, call the telephone company or its billing agent identified on your bill.
- If the company is unable to assist you, you can contact the Illinois Commerce Commission's Consumer Services Division at [www.icc.illinois.gov](http://www.icc.illinois.gov) or by mail at 527 E. Capitol Avenue, Springfield, IL 62701. Please provide a copy of your bill and an explanation of your complaint.

Note: The rates and surcharges are reviewed annually and may change each January.